

## INTERACTIVE VOICE RESPONSE SYSTEM

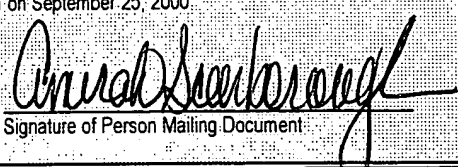
## ABSTRACT OF THE DISCLOSURE

5

An interactive voice response system which statistically analyses word usage in speech recognition results to select prompts for use in the interaction. A received voice signal is converted to text and calculating factors such as context and task word ratios and word rate. These factors are used to make dialogue decisions as to the whether to use expert, intermediate, or novice prompts depending on whether the factor falls below, inside or above a threshold range.

10

::ODMA\PCDOCS\AUSTIN\_1\148164\1  
207:7036-P146US

CERTIFICATE OF MAILING UNDER 37 CFR § 1.10	
I hereby certify that this correspondence is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Assistant Commissioner of Patents, Washington, DC 20231 on September 25, 2000.	
EXPRESS MAIL LABEL: EJ207756320US	
Amirah Scarborough Name of Person Mailing Document	 Signature of Person Mailing Document